

Code of Conduct

People and Culture
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1. Purpose

The purpose of this Code of Conduct is to provide a framework for employees to support ethical decision making at work and to establish clear guidelines for professional conduct that are consistent with Housing Choices Australia (HCA) vision, purpose, values, and behavioural statements.

This Code of Conduct does not replace or modify any HCA policies or procedures. It should be read in conjunction with other referenced documents, policies, and procedures relevant to individual roles. If there is an inconsistency between this Code of Conduct and an applicable policy or procedure, then this Code of Conduct will prevail.

2. Scope

This Code of Conduct applies to all employees, including contractors, casual employees, and volunteers across all HCA entities (as defined in the Policy and Procedure Management Policy).

This Code of Conduct also applies to all non-executive Directors of HCA entities and all Member Directors of the Member Companies. Duties of Directors are set out in the Director's Duty Statement.

In this document, employees' and 'HCA people' are used interchangeably and refers to all listed groups in scope.

3. Scheduled Review

This Code of Conduct will be reviewed every 3 years as delegated by the responsible Executive Leadership Team member. HCA may amend or vary this Code, in its absolute discretion, from time to time.

4. Policy Statement

HCA people are committed to responsible social and ethical behaviour in all our dealings and operating with high standards of professional conduct.

We are committed to universal human rights, as defined by the Universal Declaration of Human Rights and the principles of natural justice. We recognise the inherent value of each person, regardless of their individual characteristics or distinctions such as background, country of origin, living situation, appearance, thinking styles and belief system.

HCA people understand that the principles of dignity, equality and mutual respect are shared across cultures, religions and philosophies. These principles are about being treated fairly, treating others fairly and having the ability for people to make genuine choices in their daily lives.

This Code of Conduct outlines the expected standards of conduct and behaviour for all HCA people. These standards assist HCA people to perform their duties to professional and respectful standards, regardless of circumstance and/or situation.

The Code of Conduct also outlines the way all HCA people are expected to treat and relate to each other, to residents, customers, partners, visitors, and all other HCA stakeholders in a workplace environment and in some cases, outside of a work environment.

The Child Safety Code of Conduct complements this Code of Conduct, as it outlines the expected standards of conduct and behaviour of HCA people in relation to children and young people.

5. Values

Our values are our beliefs and guiding principles that drive how we operate as an organisation and individual contributors. They set our clear intentions as to how we achieve our strategic vision and deliver on our purpose. These values are supported by Behavioural Statements which explain specifically what we expect to see when HCA people are living these:

It is our vision that all people in Australia have a safe, affordable home and the opportunity to thrive.

It is our purpose to provide affordable, accessible homes with connection to community and services that enable people to build their lives. Our values must underpin decision making and our everyday interactions.

The Code of Conduct is aligned with our organisational values. It describes standards of professional conduct that promote adherence to our values;

- **People First**
- **Responsible**
- **Purposeful**
- **Collaborative**
- **Inclusion by design**

6. Commitment to HCA people

HCA welcomes employees, consultants and volunteers from all backgrounds, cultures, ages and experience.

We are committed to ensuring HCA people are treated with honesty, transparency, integrity, dignity and respect.

HCA is committed to ensuring employees and volunteers have access to learning and development experiences and opportunities relevant to their roles and to external individual learning experiences to help reach their potential.

HCA is committed to providing timely and constructive feedback to recognise good performance and to support people where performance needs to be developed.

7. Obligations

All HCA people have an obligation and duty of care to:

- Comply with prevailing community standards of equity, justice, fairness, and compassion in dealing with others within and beyond the organisation
- Read, understand, and comply with all HCA policies and procedures
- Perform duties in a responsible and professional manner, with due regard for HCA policies and other legal requirements and obligations
- Practice responsible stewardship of HCA resources
- Promote and protect HCA's reputation in the wider community
- Act appropriately when a conflict arises between our self-interest and our duty to HCA

Behavioural Statements provide an illustration of how we expect all HCA people to live our values and make a difference. The Behavioural Statements explain what we expect from everyone across HCA, with additional ones for leaders and senior leaders. You will find these Behavioural Statements here.

8. Behaviour

Personal Conduct

All employees are expected to:

- Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights

- Refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation, or illness
- Always act honestly, in good faith, and respectful of the trust placed in us
- Respect everyone's rights to privacy and keep personal information in confidence
- Consider the impact of our decisions and behaviour on the well-being of others
- Refrain from acting in any way that would unfairly harm the reputation or career prospects of other HCA people
- Refrain from allowing personal relationships to affect professional relationships
- HCA people will not tolerate discrimination, harassment or any behaviour or language that is abusive, offensive, or unwelcome.

Professional Conduct

All employees are expected to:

- Perform our duties diligently, impartially, conscientiously, with integrity, and to the best of our ability
- Take responsibility for the health and safety of ourselves and others when carrying out our duties
- Arrive to work on time according to our employment agreement/contract and respect the time of others
- Keep up to date with advances and changes in the body of knowledge and the professional and ethical standards relevant to our area of expertise
- Strive to always achieve the highest product, service, and professional standards
- Comply with any relevant legislative, industrial, or administrative requirements including observance and application of HCA Policies
- Comply with the principles of environmental sustainability
- Foster teamwork and collegiality among all employees, and always give due credit to the contributions of others
- Maintain adequate records and record keeping processes to support decisions made
- Take no improper advantage of any official information gained in the course of our employment
- Refrain from allowing personal political views and/or affiliations or other personal interests to influence the performance of duties or exercise of responsibilities.

Out of Hours Conduct

All employees are expected to engage in appropriate conduct outside business hours.

Employee conduct outside of hours may warrant investigation and discipline if it:

- is likely to cause serious damage to the relationship between HCA and the employee
- damages HCA 's interests; or
- is incompatible with the employee's duty as an employee.

Stewardship or Organisational Resources

All employees are expected to:

- Use HCA technical, physical and staffing resources properly, responsibly and for legitimate purposes only
- Seek permission before using HCA property for personal purposes
- Use resources in a manner that causes no harm to the community or environment
- Strive to always obtain value for HCA money spent, and avoid waste and extravagance in the use of HCA resources
- Secure all HCA property against theft or fraud
- Maintain the integrity and security of all HCA intellectual property
- Maintain the security, integrity and confidentiality of all relevant HCA commercial and other sensitive information.

Protection and Promotion of HCA's Reputation

All employees are expected to:

- Promote HCA wherever possible in our professional dealings with others
- Refrain from representing ourselves as spokespersons, or acting for or on behalf of HCA, unless authorised to do so (and when in doubt seek advice from your People Leader or the Executive owner of this Code)
- Refrain from engaging in any activity that may compromise HCA's organisational integrity and reputation.

Conflicts of Interest

- HCA people must take reasonable steps to avoid any personal, financial or other interest which may conflict with their duties or terms of employment. This includes acceptance of gifts.
- Employees must read and comply with HCA's Conflict of Interest Policy and Gift Policy.

Qualifications and Checks

Employees must ensure they maintain all required qualifications, licenses (including but not restricted to driver's license), accreditations and employment checks (including but not restricted to working with children checks and National Disability Insurance Scheme worker screen checks) where applicable.

Employees must notify the People & Culture Team immediately of any changes, loss, or suspension of required qualifications, licenses, accreditations and/or employment checks.

Employees may be required to undertake further employment checks in accordance with new legislation or to have employment checks renewed periodically as requested by HCA.

9. Commitment from HCA people

At all times during our business, we strive to provide products and services that are fair, consistent, transparent, valued by residents and other customers, and flexible enough to consider individual requirements.

HCA will provide a safe and respectful environment for all residents and people including but not restricted to:

- Young people and children
- People with disabilities
- Aboriginal and Torres Strait Islander peoples
- People from culturally diverse backgrounds
- The advocates and representatives of all the above

10. Working with Children and Young People

HCA is committed to embedding a child safe culture throughout our organisation.

For all children and young people who encounter our services, we will:

- Provide a warm, welcoming and safe service.
- At all times act in their best interests and work proactively to help prevent harm in our communities.
- Appropriately address issues of harm to children and young people in compliance with our policies and applicable laws.

More detailed information is provided in our Child Safety Code of Conduct, Child Safety Policy, (Children and Young Person) Safe Environment Policy and associated procedures, which includes how to report a concern or incident.

HCA will comply with Reportable Conduct Scheme and HCA employees will comply with mandatory reporting requirements.

11. NDIS Code of Conduct

In alignment with the National Disability Insurance Scheme (NDIS) Code of Conduct, HCA People are required to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.

- respect the privacy of people with disability.
- provide supports and services in a safe and competent manner with care and skill.
- act with integrity, honesty, and transparency.
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, harm neglect, and abuse of people with a disability.
- take all reasonable steps to prevent and respond to sexual misconduct.
- not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification

12. Privacy & Confidentiality

HCA is committed to protect the privacy of personal and sensitive information about its customers, employees, suppliers, partners and supporters in accordance with the Privacy Act 1989, the Australian Privacy Principles, and any other relevant state-based privacy laws. More detailed information is provided in HCA's Privacy Policy and Privacy Statement. HCA people must always abide by the requirements set out in the above-mentioned Acts, Principles, Policy and Statement to:

- Protect the private, personal, and sensitive information of individuals and groups.
- Maintain confidentiality in relation to information collected, stored or owned by HCA.

HCA will endeavour to preserve the confidentiality of those involved in alleged breaches of the Code of Conduct. However, it may be necessary to speak with other employees or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, HCA will alert the appropriate authorities. Those people who are involved in the investigation (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality. Communicating claims, unsubstantiated or otherwise, to people not involved in the investigation process associated with this Code will not be tolerated under any circumstances and may lead to disciplinary action.

13. Communication, social media and use of Information Technology

HCA expects its employees to maintain high standards of behaviour when using social media for work or personal purposes.

Only authorised Housing Choices employees can engage in social media as a representative or on behalf of Housing Choices and must comply with the Social Media policy.

HCA expects all employees to use communication technologies, including internet and email, responsibly and in alignment with policies and guidelines.

Use of technology and social media platforms must not be used in any way that could cause offence or create reputational risk for HCA.

14. Reporting Misconduct

Employees are expected to act responsibly in the event of becoming aware of any actual or suspected unethical behaviour or wrongdoing. This includes immediately reporting the matter.

HCA will support employees who, in good faith, report concerns about the conduct of other HCA people. Employees who report conduct concerns must not be victimised.

- Breaches of the Code of Conduct or HCA policies should be made to a People Leader who is independent of the allegations being made.

- If an employee is unsure whether a conduct matter would be a breach or should be reported, they can confidentially discuss their concern with the People & Culture Team.
- All allegations must be treated confidentially and in alignment with HCA's Whistleblower Policy and Grievance Policy.

15. Breach of Code of Conduct, Policies or Procedures

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All HCA employees must comply with this Code of Conduct and report any breaches to their People Leader or P&C Team as appropriate. HCA will investigate all reported instances of questionable or unethical behaviour. In every instance where improper behaviour is found to have occurred, the company will take appropriate action. We will not tolerate retaliation against employees who raise genuine ethics concerns in good faith.

Employees whose conduct falls below the standards outlined in the Code of Conduct will be counselled accordingly and/or disciplined in accordance with HCA Disciplinary Policy & Procedure. This may lead to disciplinary action up to and including termination of employment.

People Leaders must take appropriate steps to address any breaches of Code of Conduct or HCA policies as soon as they become aware or receive a report, in alignment with relevant policies and procedures.

References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
Child Safety Standards NDIS Code of Conduct The Privacy Act 1988 Universal Declaration of Human Rights	Health, Safety and Wellbeing Policy Child Safety Policy Safe Environments Policy Child Safety Code of Conduct Privacy Policy Conflict of Interest Policy Gift Policy Media Policy Whistleblower Policy Respectful Workplace Behaviour & Complaints Policy Disciplinary Policy & Procedure Performance Management Policy & Procedure Respectful Workplace Behaviour, Discrimination, Bullying & Harassment Policy Sexual Harassment Policy Workplace Grievance & Complaints Policy Drug & Alcohol Policy Social Media Policy Director's Duty Statement.

English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**. You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**. يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است. شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به www.tisnational.gov.au

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**. Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是**9am to 5pm, Monday to Friday**。你也可以瀏覽TIS National網站瞭解TIS National的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**. También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**. Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au
For other languages, access to an interpreter is available by contacting **Housing Choices Australia** on **1300 312 447**.